

Amendment and Response

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

IN THE CLAIMS

Please amend claims 1-19 as follows:

1. (Currently Amended) A method, comprising:
~~retrieving device data from component memory of a replaceable component from a device used by a customer;~~
~~storing the device data in a customer database;~~
~~accessing the device data in the customer database; and~~
~~assisting a customer with solving problems related to the device by way of the device data~~
receiving a replaceable printing component from a customer, the replaceable printing component previously installed in a printing device used by the customer;
retrieving printing device data from component memory of the replaceable printing component, the printing device data comprising one or more of identification information or usage information of the printing device in which the replaceable printing component was previously installed;
storing the printing device data in a customer database and associating the printing device data with a customer record of the customer;
accessing the printing device data in the customer database; and
assisting a customer with solving problems related to the printing device by way of the printing device data.
2. (Currently Amended) The method as recited in claim 1, ~~wherein the device data further comprises information that uniquely identifies the device~~ wherein the receiving a replaceable printing component from a customer further comprises receiving the replaceable printing component after the replaceable printing component has been depleted.

Amendment and Response

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

3. (Currently Amended) The method as recited in claim 1, ~~wherein the device data further comprises information regarding usage of the device~~ wherein the assisting a customer with solving problems related to the printing device further comprises customizing solutions for the customer based on the printing device data.

4. (Currently Amended) The method as recited in claim 1, wherein the accessing the printing device data in the customer database further comprises accessing previously stored database information related to the customer.

5. (Currently Amended) The method as recited in claim 4, ~~wherein further comprising:~~ deriving the previously stored database information ~~is derived from component~~ memory of previously returned replaceable printing components.

6. (Currently Amended) The method as recited in claim 4, ~~wherein further comprising:~~ deriving the previously stored database information ~~is derived from~~ information submitted by the customer on a registration card.

7. (Currently Amended) The method as recited in claim 1, wherein the printing device is a laser printer and the replaceable printing component is a toner cartridge.

8. (Currently Amended) The method as recited in claim 1, further comprising ~~associating rules to be followed~~ following certain rules when printing device data associated with a customer meets certain criteria.

9. (Currently Amended) The method as recited in claim 1, further comprising:
testing the replaceable printing component for a defect;
~~if a defect is found, storing defect information in the customer database~~ storing defect
information of the defect in the customer database when the defect is found;

Amendment and Response

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

associating the defect information to one or more other customers ~~referred to in~~ of the customer database that use a similar replaceable printing component; and

wherein the accessing the printing device data further comprises accessing the defect information in the customer database.

10. (Currently Amended) A system, comprising:

~~a recycling center to receive a used printing device replaceable component from a customer, the printing device replaceable component including component memory integrated therewith storing printing device data;~~

~~a customer database that stores customer information for multiple customers;~~

~~a data transfer center wherein the printing device data is retrieved from the component memory and stored in the customer database; and~~

~~a customer service center configured to receive calls from the customer and to provide operator assistance to the customer using at least the printing device data or other data from the customer database~~

a recycling center that receives a printing device replaceable component from a customer, the printing device replaceable component previously installed in a printing device and including component memory integrated therewith which stores printing device data of the printing device, the printing device data comprising one or more of identification information or usage information of the printing device in which the printing device replaceable component was previously installed;

a customer database that stores customer information for multiple customers;

a data transfer center that retrieves the printing device data from the component memory of the printing device replaceable component and stores the printing device data in the customer database, the printing device data associated with a customer record of the customer in the customer database; and

a customer service center that receives calls from the customer and provides operator assistance to the customer using at least the printing device data from the customer database.

Amendment and Response

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

11. (Currently Amended) The system as recited in claim 10, ~~wherein the printing device data further comprises printing device usage information that is stored by the printing device when the printing device is operating with the replaceable component installed~~ wherein the recycling center receives the printing device replaceable component from the customer after the printing device replaceable component has been depleted.

12. (Currently Amended) The system as recited in claim 10, ~~wherein the printing device data further comprises information that uniquely identifies the printing device in which the replaceable component was used~~ wherein the operator assistance to the customer comprises customized solutions for the customer based on the printing device data.

13. (Currently Amended) The system as recited in claim 10, wherein:

the printing device data further comprises a customer identifier that uniquely identifies the customer utilizing the printing device;

the database further stores the customer identifier and ~~associate~~ associates the customer identifier with the customer information related to the customer identified by the customer identifier; and

the customer service center is ~~further configured to display~~ displays the customer information related to the customer in response to input of the customer identifier.

14. (Currently Amended) The system as recited in claim 10, further comprising a quality assurance center ~~where that tests~~ used printing device replaceable components ~~are tested for~~ defects and wherein the customer database further stores data regarding a defect detected in a defective replaceable component for each customer having customer information stored ~~about~~ therein for a replaceable component similar to the defective replaceable component.

15. (Currently Amended) The system as recited in claim 10, wherein the printing device comprises a laser printer and the printing device replaceable component comprises a toner cartridge.

Amendment and Response

Applicant: Michael J. Borg et al.

Serial No.: 09/820,457

Filed: March 28, 2001

Docket No.: 10006799-1

Title: SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER

16. (Currently Amended) ~~A method for assisting customers having problems with devices that use replaceable components with integrated component memory, the method comprising:~~

~~compiling data retrieved from the component memory of a plurality of replaceable components into a customer database;~~

~~accessing the customer database; and~~

~~assisting a specific customer so as to resolve a problem with a particular device using data within the customer database~~

A method comprising:

compiling printing device data retrieved from component memory of a plurality of replaceable printing components previously installed in printing devices into a customer database, the printing device data comprising one or more of identification information or usage information of the printing devices in which the replaceable printing components were previously installed;

accessing the compiled printing device data in the customer database; and

assisting a specific customer with resolving a problem with a particular printing device using printing device data within the customer database.

17. (Currently Amended) The method as recited in claim 16, further comprising storing customer information for a customer in the customer database and associating the customer information with compiled data that is related to a printing device used by the customer.

18. (Currently Amended) The method as recited in claim 17, further comprising acquiring the customer information for the customer from a registration card used to register the customer as the purchaser of the printing device used by the customer.

19. (Currently Amended) The method as recited in claim 17, further comprising associating the customer information with general data related to a printing device or printing device replaceable component used by a customer.